

REMARKS

The request for continued examination (RCE) is submitted in response to the final Office Action of February 3, 2006 and following a subsequent telephone interview with the Examiner on March 7, 2006. The Examiner basically repeated the grounds for rejection from the previous Office Action of September 20, 2005.

Though the Applicant continues to disagree with the Examiner and confirm the arguments presented in the Request for Reconsideration filed on November 23, 2005, the Applicant agreed to consider amending independent claims for clarification. The purpose of the telephone interview was to discuss possible limitations of independent claims 1, 19 and 34 which will clearly separate them from the prior art quoted by the Examiner in the office action February 3, 2006 and place independent claims 1, 19 and 34 into the condition for allowance.

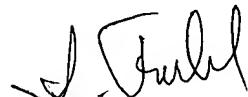
During the telephone interview, it was agreed to amend independent claims by adding statements better defining: a) URL and b) forwarding to the help-portal server. These statements are fully supported by the specification. Also it was agreed during the telephone interview to amend the claim 33 by adding "medium having".

The Applicant amends claims 1, 19, 33 and 34, respectively thus obviating the obviousness rejection under 35 U.S.C. 103(a) in the final Office action of February 3, 2006.

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Serial No. 10/757,560

Consideration and allowance of all claims are
respectively requested.

Respectfully submitted,



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AZF/mef
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